Commonwealth of Kentucky
Assessment of IT in the Commonwealth
INTERVIEW GUIDE
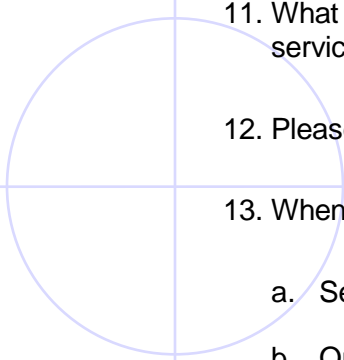**DATA CENTERS AND TECHNICAL INFRASTRUCTURE**

Interviewee Information

1. Describe your position, primary responsibilities, and length of current tenure.

2. What would you like to get out of this project?

3. What do you see as the potential impacts and opportunities related to this project?

IT Infrastructure and Systems Services

4. How many data centers/closets do you manage (refer to data center classifications on page 3)?

    a. Designed

    b. Adapted

    c. Ad Hoc

    d. Closet

    e. Open

5. How would you characterize the capacity of your IT infrastructure?

6. Do you have a suitable facility for hosting shared services?

7. What opportunities do you see for IT infrastructure consolidation?

    a. Shared storage

    b. Backup and recovery

    c. Server capacity

    d. Utilities/facilities

    e. Operations and administration (i.e., labor)

8. How would you characterize the major benefits of IT infrastructure consolidation?

9. What do you see as the risks surrounding IT infrastructure consolidation?

10. How would you mitigate these risks?

11. What concerns would you have about an expanded role for shared COT/outsourced services?

12. Please describe the level of server virtualization in your data centers (e.g., 80%)

13. When was the last time your data centers underwent an audit/assessment?

    a. Security

    b. Operations

14. How would you characterize the condition of your designed data centers?

15. How are IT infrastructure operations funded?

16. What are the greatest opportunities for IT-related cost savings within your cabinet and the State?

17. What new technologies do you believe are necessary to increase IT infrastructure efficiency/effectiveness?

18. What investments would the COT data center need to meet your shared services needs?

19. What IT services do you currently purchase from COT?

20. If you use COT's services, what is your perspective regarding the following service areas:

    a. Project Management

    b. Business Analysis

    c. Systems Support

    d. Application Development

21. Do the services in the COT IT service catalog (http://technology.ky.gov/services/Pages/default.aspx) meet your needs? How would you improve or expand them?

22. What changes would you make, if any, to the current shared services funding model?

23. What criteria would you use to make an outsourcing decision?

24. Is there anything we haven't covered that you'd like to add that you feel important for us to know?

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Data Center Classifications:

Designed
Secured/controlled access, internal security system, environmental controls, appropriate non-water based fire suppression system, raised flooring, cable management solutions, seismic hardening, server/device racks, administrative monitoring/workspace, power line conditioning/UPS backup systems, backup power generation for emergency operations

Adapted
Secured/controlled access, water-based or no fire suppression system, raised or conventional flooring, limited cable management solutions, server/device racks/closets, limited "stand-up" administrative monitoring/workspace, limited power line conditioning/UPS backup systems, limited or no backup power generation for emergency operations

Ad hoc
Minimally secured/minimally controlled access, water-based or no fire suppression system, conventional flooring, limited or no cable management solutions, limited or no server/device racks, limited power line conditioning/UPS backup systems

Closet
Unsecured "behind a door" access, servers on the floor/table/shelf in a "broom closet" or other enclosed space, limited or no power line conditioning/UPS backup system

Open
Unsecured/open access, servers on the floor/table/shelf in an unenclosed and accessible space, limited or no power line conditioning or UPS backup system